

## **Issue 137: INSIDER’S EDGE: SAIL away to myDHR**

Changes are now in effect through the Department of Human Resources (DHR) which streamline a customer’s application experience. First, let’s review how different customers can apply for Medicaid online, then we’ll discuss the new **myDHR** platform.

### **A Quick Refresher: Applying for Benefits**

When it comes to applying for Medicaid benefits, there are two different paths a customer can take depending on how they qualify for coverage.

#### **MAGI Medicaid**

These customers qualify on the basis of their “modified adjusted gross income,” a.k.a., MAGI. MAGI customers include individuals under 65, parent/caretaker relatives, pregnant women, children, and former foster care children.

There are three ways to apply for MAGI Medicaid:

- Create an account and apply online using [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov),
- Call Maryland Health Connection Call Center 1-855-642-8572 (TTY: 1-855-642-8573), or
- Visit a local Connector Entity, Health Department or Department of Social Services.

#### **Non-MAGI Medicaid**

Customers in this group include for aged, blind, and disabled (ABD) individuals, current foster care children, juvenile justice, SSI, QMB, and SLMB.

There are two ways to apply for non-MAGI Medicaid:

- Apply for benefits online using myDHR, <https://mydhrbenefits.dhr.state.md.us/>, or
- Visit a local Department of Social Services.

### **myDHR: A New Option for Non-MAGI Recipients**

Maryland Service Access and Information Link (SAIL) is no longer available. Instead, customers can now apply for benefits online using [myDHR](#).



The new **myDHR** integrates Child Support, Family Investment, Food Supplement Program, and Medicaid for non-MAGI customers. Customers can also monitor the status of their cases while updating important account information. Customers may continue to apply in person for benefits at their local Department of Social Services office.

Check it out for yourself: <https://mydhrbenefits.dhr.state.md.us>.

**Have questions?** Send them to [dhmh.medicaidmarge@maryland.gov](mailto:dhmh.medicaidmarge@maryland.gov)